

One Year Limited Warranty Policy

Huntington Fireplaces warrants our electric fireplaces to be free of defects in material and workmanship for one year from date of purchase. This limited warranty is non-transferable. All electric fireplaces are tested and inspected prior to shipment. If fireplace part is deemed defective within warranty period, Huntington Fireplaces will offer replacement parts free of charge during the first year of the warranty.

This limited warranty applies only:

- To the original purchaser that purchases the fireplace from an authorized dealer or distributor.
- For normal use with proper care and maintenance.
- New products that have not been modified, altered, misused, repaired, incorrectly installed.
- When applicable, installation is performed by a qualified and licensed professional, and installation is in accordance with the instructions provided with the product and with local and national building codes.
- A proof of purchase such as dated invoice and receipt must be provided when making any warranty claims. Digital pictures of product or parts may be requested at our discretion.

This limited warranty does not cover:

- Any expenses and labor fee related to the reinstallation of replacement parts.
- Damages that are caused by accident, alteration, misuse, abuse, incorrect installation, neglect, power shortage or lack of maintenance.
- Damages that are caused by installing parts from other manufacturers.
- Wear and tear parts such as remote battery.
- Any paint scratches, dents, corrosion or discoloring due to abrasive and chemical cleaners, weather damage or water.

This limited warranty is void if:

- The fireplace is subjected to prolonged periods of dampness or condensation.
- You do not have the original receipt of purchase.
- Unauthorized parts are installed.

If a fireplace part is defective, immediately contact us by calling our toll free number: 1-877-856-4766 or email us at: info@huntingtonfireplaces.com. Please have the information below ready to submit warranty claim:

1. Your name, address, and telephone number.
2. Proof of purchase such as dated invoice and receipt.
3. A short description of the defect and any relevant supporting documents like digital photos or a 15-20 seconds video.